



# Medi-Cal Health Care Program Update

*To Enrich Lives Through Effective and Caring Services*

December 2009

## PLEASE HELP MEDICARE BENEFICIARIES!!! HICAP SERVICES

The California Department of Aging's Health Insurance Counseling and Advocacy Program (HICAP) offers counseling on Medicare, Medicare supplement policies, Health Maintenance Organizations (HMO's) and long term care insurance, among many other programs and topics. The local HICAP office that serves the Los Angeles county area is the **Center for Health Care Rights (CHCR)**.

CHCR has HICAP counselors that specialize in assisting the community with advocacy for their Medicare, Medicare Savings Programs (MSP), and health insurance comparisons. They also assist individuals with completing applications for the Low Income Subsidy (LIS), which is a program to assist with Medicare Part D Prescription Drug Program premium costs and co-payments.

CHCR is accepting referrals for potential and current Medicare beneficiaries. Examples of who can be referred are:

- Medicare individuals who were recently denied Medicare Savings Program (MSP)
- Medi-Cal/Medicare beneficiaries who have a Share of Cost over \$500
- Medi-Cal/Medicare beneficiaries who need assistance with applications for LIS and/or MSP
- Medi-Cal/Medicare beneficiaries who may have any other medical insurance issue

Please share CHCR's telephone number with your applicants and participants!

**The Center for Health Care Rights**  
1(800) 824-0780

I.C.

## In this edition:

- **HICAP Services**
- **Document LEADER Case Comments**
- **Puzzling MEDS Alerts**
- **Smooth Medi-Cal ICT**
- **Do Your Part. Prevent MEDS Alerts!**

HAPPY  
HOLIDAYS

**PUBLISHED BY:**  
**Department of Public  
Social Services**  
**Bureau of  
Program and Policy**  
**Medi-Cal Program  
Section**

## WHO NEEDS YOUR TWO CENTS ANYWAY?

We do!!..... Remember, whenever making any changes or performing any type of activity on your case, documentation to LEADER Case Comments is vital. It is important, not only in ensuring that an accurate record of activity is maintained, but also for times when someone other than you is reviewing the case. Your comments tell the story and should give the reader a clear understanding of what happened, why it happened and what was done to correct or resolve the issue. So go ahead.....give us your two cents.

L.S.

HAPPY  HOLIDAYS

## PUZZLING MEDS ALERTS

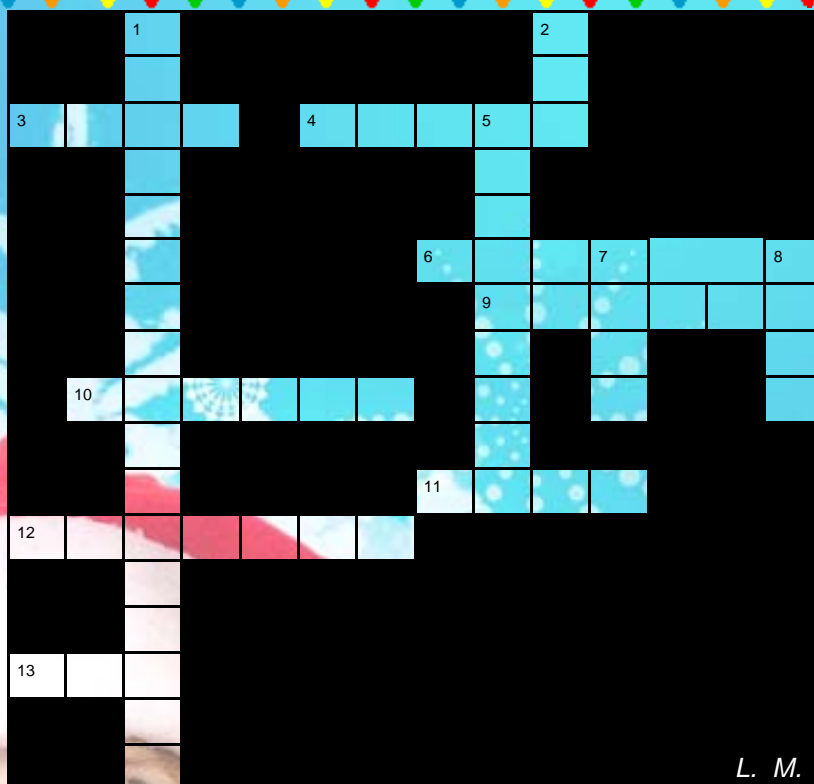
### Across

3. System used by the State of California to establish Medi-Cal Eligibility.
4. It takes \_\_\_\_\_ days for LEADER to update MEDS.
6. Always correct this system first.
9. Run SFU/EDBC If a DOB correction would cause a \_\_\_\_\_ in eligibility.
10. Form used to change DOB on MEDS.
11. Refer to \_\_\_\_\_ liaison when there is a W verifier for the SSN in MEDS and DOB is incorrect in MEDS.
12. Do not run \_\_\_\_\_ after correcting a DOB in LEADER.
13. Compare DOB in MEDS QE screen with \_\_\_\_\_ Details screen in LEADER

### Down

1. LEADER screen used to update DOB.
2. It takes \_\_\_\_\_ day for online transactions to update MEDS.
5. Do not use an \_\_\_\_\_ date on the PA 5309 when.
7. Button selected on LEADER screen after DOB is updated.
8. PA forms are used to update this system.

See January 2010 newsletter for answers.



L. M.

## Merry Christmas

### What Makes a Medi-Cal Intercounty Transfer (ICT) Go Smooth?

Effective communication between county case carrying workers ensures good customer service and makes an ICT go smooth. It's hard to communicate with a case carrying worker from another county when their information is not available. That's why it is imperative for ICT Workers to include the MC 360 R with every outgoing ICT packet. The MC 360 R provides vital case worker information such as case worker name, telephone number, e-mail address and file number. This will make it easier for the other County to obtain clarification and/or missing documents.

#### Reference:

AD 4818, dated 9/22/2009

C.F.



**STOP**

**DO YOUR PART. PREVENT MEDS ALERTS!**

**Always** match the Four Primary Identifiers for each household member on MEDS and LEADER when reviewing or transferring a case.

Examine these closely:

County ID – 19-B325687 -1-02  
CIN #  
Date of Birth  
SSN or Pseudo Number



L.M.